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OSG Information Management Service Level Agreement -- DRAFT

Version Control

Version Number	Date	Author	Comments
1.1	3-17-2010	Rob Quick	First Draft

Executive Summary

This SLA is an agreement between OSG Operations and the OSG Management and Stakeholders describing details of the OSG Information Management (OIM) registration and topology database and it's API. The OIM service runs on hardware at Indiana University and provides a resource topology database along with a registration API.

Owners

This SLA is owned by OSG Operations and Indiana University and will be reviewed and agreed upon by the OSG Executive Team and OSG Stakeholders.

Service Name and Description

Name

Production OIM Service

Description

The OIM service is the topology management system for the OSG. It holds information about people and resources involved in the OSG. The OIM service consists of a MySQL? database and a web-based API.

Security Considerations

All information collected and distributed by the OIM is protected by OSG RA certificate authentication. While some information is deemed public, there is restricted access to personal information such as contact email and phone records.

Service Target Response Priorities and Response Times

This section deals with unplanned outages. Please see Requests for Service Enhancement for information on planned maintenance outages.

N/A	One Day	One Week	One Month
Critical	High	Elevated	Normal
Work Outage			
The OIM Service does not have critical priority	The issue causes a full service outage rendering OIM unavailable for registration or distribution	The issue causes short (less than 15 minute) periods of unstable or inconsistent performance	The issue causes minor (less than 5 minutes) periods of unstable or inconsistent performance
Number of Clients Affected			
N/A	The issue affects all OIM users	The issue may or may not affect all users	The issue affects only a small number of users
Response Time			
N/A	Within the next business day	Within the next business day	Within five (5) business days
Resolution Time			
N/A	The maximum acceptable resolution time is one full (1) business day	The maximum acceptable resolution time is five (5) business days	The maximum acceptable resolution time is thirty (30) business days
Escalates Every			

Escalation Contacts

Escalation Level	OSG Contact
4th	OSG Technical Director and Executive

	Director
1st	OSG Operations Infrastructure Lead
2nd	OSG Operations Coordinator
3rd	OSG Production Coordinator

Detailed information on contacts are viewable on the following MyOSG URL, and are maintained within the OSG Information Management system (for editing purposes only).

Any ongoing "High" or "Elevated" level issues will be discussed at the weekly Operations and Production meetings.

Service Availability and Outages

The GOC will strive for 97% service availability. If service availability falls below 97% monthly as monitored by the GOC on two consecutive months a root cause analysis and service plan will be submitted to the OSG stakeholders for plans to restore an acceptable level of service availability.

Service Support Hours

The software service is supported 24x7 by the GOC and Indiana University. All issues will be investigated by the next business day.

Service Off-Hours Support Procedures

All software issues should be reported to the GOC immediately by trouble ticket web submission.

Requests for Service Enhancements

This section deals with planned maintenance outages. Please see Service Target Response Priorities and Response Times for information on unplanned outages.

The OSG Operations will respond to customer requests for service enhancements based on GOC determination of the necessity and desirability of the enhancement. The GOC reserves the right to enhance the physical environment of the service based on IU and GOC needs. No enhancement will occur without advanced notice to the OSG community.

Customer Problem Reporting

The GOC provides operators 24x7x365. OIM service problems should be reported immediately by one of the following mechanisms.

- Creating a problem ticket at <https://ticket.grid.iu.edu/goc/oim> (**preferred**)
- Calling the GOC phone at 317-278-9699
- Emailing a description to goc@opensciencegrid.org

Responsibilities

Customer Responsibilities

OIM customers agree to:

- Use the OIM service for purposes of VO or OSG approved work only.
- Alert the GOC if they are going to use the OIM Service in a non-standard way, this includes testing or anticipated mass increases in usage.
- Contact the GOC by means outlined in the Customer Problem Reporting section of this document if they encounter any service issues.
- Be willing and available to provide information within one business day for any High level issues reported.
- Provide testing for the OSG OIM service within the time frame defined in the Requests for Service Enhancements section.
 - ◆ Alert the GOC when problems are encountered during testing.

OSG Operations Responsibilities

General responsibilities:

- Create and add appropriate documentation to the OSG TWiki for appropriate use of the OIM.
- Meet response times associated with the priority assigned to Customer issues.
- Maintain appropriately trained staff.
- The OSG and GOC are not responsible if a customer does not provide testing during the testing period. In such cases, the GOC has final discretion in what remedial actions to take.
- Make changes and updates within the normal GOC release schedule documented at <https://twiki.grid.iu.edu/bin/view/Operations/ReleaseSchedule>.

GOC Service Desk Responsibilities:

- Log and track all Customer requests for service through the OSG ticketing system.

Database & Application Services responsibilities:

- Announce and negotiate maintenance with stakeholders to assure minimal interruption to normal workload.
- Alert the community of scheduled maintenance periods at least five (5) business days prior to the start of a service affecting maintenance window.

Service Measuring and Reporting

The GOC will provide the customer with the following reports in the intervals indicated (monthly, quarterly, semi-annually, or annually):

Report Name	Reporting Interval	Delivery Method	Responsible Party
Report of Critical and High	Quarterly	Web Posting	GOC

Priority Issues			
System Uptime	Monthly	Web Posting	GOC
Service Uptime	Monthly	Web Posting	GOC

These reports will be posted in Appendix E of this document.

SLA Validity Period

This SLA will be in affect for one year.

SLA Review Procedure

This SLA will renew automatically on a yearly basis unless change or update is requested by the OSG Operations Coordinator, the OSG Executive Team or the Stakeholders.

References

Appendix A - Customer Information

All OIM service end-users who are members of an OSG VO and OSG Staff are considered customers.

Appendix B - Other Service Dependencies

The OIM service is dependent on the following services to collect and distribute information:

- Local Network, Hardware, OS, Apache, and MySQL

Appendix C - Supported Hardware and Software

Supported Hardware

The following hardware is supported:

- Physical devices used to provide the service.
- Physical devices used to provide the environment used to house the service.

Hardware Services

The following hardware services are provided:

- Recommendations. OSG Operations will be responsible for specifying and recommending for purchase or lease hardware meeting customers' needs.
- Installation. OSG Operations will install, configure and customize system hardware and operating systems.
- Upgrades. OSG Operations is responsible for specifying and recommending for purchase any hardware upgrades.
- Diagnosis. OSG Operations will diagnose problems with service related hardware.
- Repair. OSG Operations analysts are not hardware technicians and receive no training in hardware maintenance, nor do we have the test equipment and tools necessary to do such work.

Performing repairs under warranty: Any work to be performed under warranty may be referred to the warranty service provider at the discretion of the Service Provider analyst(s). Service Provider analysts will not undertake work that will void warranties on customer hardware unless specifically requested and authorized by customer's management in writing.

Obtaining repair services: The Service Provider analyst will recommend a service vendor whenever he/she feels the repair work requires specialized skills or tools.

- Backup. Service Provider agrees to fully back up all Service Provider-supported software and data nightly every business day.

Software Services

Service Provider agrees to cover software support services, including software installations and upgrades. All software maintenance periods will be announced via the policy put forth in the OSG Operations Responsibilities section of this document.

Software Costs

IU and the Grid Operations Center bears all costs for new and replacement software.

Appendix D - Approval

Approved By	Position	Date

Appendix E - Metric Reports


- Recent availability statistics

-- RobQ - 17 Mar 2010

This topic: Operations > OIMServiceLevelAgreement

Topic revision: r6 - 20 Mar 2013 - 18:59:01 - ScottTeige

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